Please check the examination details below before entering your candidate information

Candidate surname	Other names

Centre Number

Learner Registration Number

Pearson BTEC Level 3 Nationals Extended Certificate, Foundation Diploma, Diploma, Extended Diploma

Time 2 hours

Paper reference **40888M**

Uniformed Protective Services

UNIT 2: Behaviour and Discipline in the Uniformed Protective Services

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

Information

- The total mark for this paper is 80.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ▶

P69273A

©2022 Pearson Education Ltd.

1/1

P 6 9 2 7 3 A 0 1 1 6

Pearson

SECTION A

Answer ALL questions. Write your answers in the spaces provided.

Samira is inducting a newly qualified firefighter, Daniel. He has just started working at the fire station. The induction focuses on self-discipline as an important part of the role. Samira wants to make sure that Daniel is following the rules and procedures.

1 (a) Give **one** reason why it is important that Daniel follows the rules and procedures at the station.

(1)

.....

.....

(b) Explain **one** consequence for Daniel if he does not follow the rules and procedures at the station.

(2)

.....

.....

(Total for Question 1 = 3 marks)

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

Daniel settled well into his new role at the station. At his six-month performance review, he received an excellent report from Samira.

2 (a) Name **two** intrinsic rewards Daniel could receive as a result of the report.

(2)

1 .....

2 .....

(b) Explain **two** features of self-discipline that would show Daniel is conforming to the rules.

(4)

1 .....

.....

.....

2 .....

.....

.....

(Total for Question 2 = 6 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

Daniel is very happy to receive such positive feedback. As a result he wants to continue performing just as well in the future.

3 Discuss the role of feedback in conditioning Daniel to conform to the rules.

Refer to the research of Pavlov in your answer.

(Total for Question 3 = 6 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

Daniel is on shift at the station when the Station Manager phones him. The Station Manager tells Daniel to remove all the personal protective equipment (PPE) from the fire engines on standby. He says the PPE is going to be cleaned and new PPE will be delivered later that day.

Daniel had been taught in training that the standby vehicles should always be ready if they need to respond to a call. However, he removes the PPE.

4 Analyse the impact of Daniel's lack of experience on his willingness to obey.

Refer to the research of Hofling (1966) in your answer.

(Total for Question 4 = 9 marks)

TOTAL FOR SECTION A = 24 MARKS

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

SECTION B

Answer ALL questions. Write your answers in the spaces provided.

Emma is a lieutenant in the Army. She is on deployment and works alongside her group to provide humanitarian aid.

Emma encourages the group to work together as a team to discuss issues and find solutions.

5 (a) Define participative authority.

(1)

.....

(b) Explain **one** advantage of this style of authority.

(2)

.....

.....

(Total for Question 5 = 3 marks)

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

Emma's group is called to attend an incident. The incident escalates quickly, and two of Emma's group are injured.

Emma reflects afterwards that swifter action would have prevented the escalation.

6 (a) Explain what is meant by personal accountability.

(2)

(b) Describe an alternative style of leadership that would be more effective in this situation.

(3)

(c) Explain **two** reasons why it is important that there is a position of authority within the group.

(4)

1

2

(Total for Question 6 = 9 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

Emma's group is confronted by a group of citizens. They are unhappy with the way in which the humanitarian aid is being managed.

7 Discuss how threat levels can escalate in a confrontation.

(Total for Question 7 = 6 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

Emma approaches the leader of the group to discuss their concerns.

8 Discuss how Emma's behaviour could influence the outcome of the situation.

Refer to the Betari Box in your answer.

(Total for Question 8 = 6 marks)

TOTAL FOR SECTION B = 24 MARKS

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

SECTION C

Answer ALL questions. Write your answers in the spaces provided.

Johnny has been working as a border force officer for five years. He is hard-working and eager to progress.

In order to improve his chances of promotion, Johnny is attending college in the evening.

9 (a) Define a growth mindset.

(1)

.....

.....

(b) Explain **one** way a growth mindset could impact on behaviour.

(2)

.....

.....

.....

(Total for Question 9 = 3 marks)

DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA DO NOT WRITE IN THIS AREA

Johnny has recently moved house. As a result, he has been struggling with some mild symptoms of stress. The stress he feels is a social factor that could affect his ability to manage stress in work.

10 (a) Name **two other** social factors that could contribute to feelings of stress.

(2)

1 .....

2 .....

(b) Explain **two** positive measures that Johnny could use to cope with stress.

(6)

1 .....

.....

.....

.....

2 .....

.....

.....

.....

(Total for Question 10 = 8 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

While he continues to attend college, Johnny sees a job advertised with local government for more money than he currently earns.

The new role would mean he does not need to finish his course as he already has the qualifications needed.

However, he does not think he will enjoy the job as much as it is office based.

11 Assess how unconscious factors could impact on Johnny's decisions.

Refer to the psychodynamic approach to behaviour in your answer.

(Total for Question 11 = 9 marks)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

Johnny successfully completes his college course and now feels ready to apply for a promotion at work. This makes him happy because he enjoys his job.

12 Evaluate how working for customs and excise supports Johnny in meeting his needs.

Refer to Maslow's hierarchy of needs in your answer.

(12)

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

(Total for Question 12 = 12 marks)

TOTAL FOR SECTION C = 32 MARKS
TOTAL FOR PAPER = 80 MARKS

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA
DO NOT WRITE IN THIS AREA

BLANK PAGE

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

BLANK PAGE